

# Critical Information Summary



Vividwireless 10GB data (\$29 per month)

## Information about the service

This is a wireless broadband service which includes 10GB data allowance for use within our coverage areas in Australia. Details can be found at [vividwireless.com.au/how-to-buy/locations](http://vividwireless.com.au/how-to-buy/locations).

## Mandatory Goods

You will need a compatible modem to take advantage of this offer. We offer two different modem options:

Modem	Outright cost on month-to-month plan	Cost on 24 month fixed term plan
Home Gateway	\$199	\$0 upfront

## Special Promotions

This summary excludes any special promotions or value added services that may be associated with your plan or added by you after your contract commences.

## Minimum Term

You can get this plan on a month-to-month or 24 month contract.

The minimum total cost on a 24 month contract is **\$696.00**

If your equipment is being delivered to you there will be a fee of \$10 per delivery.

## Inclusions

Plan inclusions and exclusions	Amount	Included in your monthly fee
Monthly Data Allowance	10GB	Yes
Excess Data Allowance	n/a	n/a

If you exceed your monthly data allowance your service will be slowed to 64Kbps until the start of your next billing period.

Additional top up data may be purchased. Up to 5 top ups available, then speed slowed to 256kbps, purchased manually. Unused data is not rolled over to the next month.

Amount	\$10
Top Up	10GB
Unit cost per MB	0.001

You cannot roam overseas on this plan.

The vividwireless Acceptable Use policy (**Policy**) applies to this plan. The Policy sets out the rules and guidelines relating to your use of the Internet. For further details go to

[vividwireless.com.au/policies/acceptable-use-policy](http://vividwireless.com.au/policies/acceptable-use-policy).

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## Information about pricing

### Minimum monthly charge payable (excluding any equipment)

\$29 (inc. GST)

### Early Termination fees (ETF) – applicable to 24 month contract plans only

Early termination fees will be calculated as follows:

$$(\text{Modem costs} / [24 \text{ months}]) * [\text{months remaining}] = \text{ETF}$$

Example:

The maximum ETF for a home gateway (RRP \$199) on a 24 month fixed term plan finishing 1 week into the plan is:  $(\$199 / 24) * 23 = \$190.71$

### Data Usage

Data is counted in kilobytes and includes both uploads and download. The cost of 1MB of data within your data allowance is \$0.0029.

### Payment Processing Fees

Payments can be made by direct debit from your bank account or credit card.

Payments using an American Express card will incur a surcharge of 2.2% including GST.

## Other information

### Usage Information

You can track your usage on the plan by visiting My Account at [vividwireless.com.au/myaccount](http://vividwireless.com.au/myaccount)

### Using your service overseas

You cannot roam overseas on this service.

### Customer Service

For assistance with your account, call us on 1300 32

78 37, email us at

[customersupport@vividwireless.com.au](mailto:customersupport@vividwireless.com.au) or visit

[vividwireless.com.au/support-faq](http://vividwireless.com.au/support-faq)

### Customer complaints

You can contact our complaint resolution area by calling us on 1300 32 78 37. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058.

This is a summary only – the full Terms and Conditions for this plan can be found at

[vividwireless.com.au/vividwireless-terms-and-policies](http://vividwireless.com.au/vividwireless-terms-and-policies)